United Nations A/69/406

General Assembly

Distr.: General
29 September 2014

Original: English

Sixty-ninth session
Agenda item 69
Strengthening of the coordination of humanitarian and disaster relief assistance of the United Nations, including special economic assistance

Safety and security of humanitarian personnel and protection of United Nations personnel

Report of the Secretary-General

Summary

The General Assembly, in its resolution 68/101, requested the Secretary-General to submit to it, at its sixty-ninth session, a comprehensive and updated report on the safety and security of humanitarian personnel and protection of United Nations personnel and on the implementation of the resolution. The present report provides an update on the safety and security of United Nations personnel over the past year and on the efforts of the Department of Safety and Security to implement the recommendations of the Assembly contained in resolution 68/101 that fall within the Department's purview.

The present report describes the measures taken by the Department of Safety and Security and the United Nations security management system to realize the strategic vision of a professional, effective and efficient security management system in ensuring the protection of United Nations personnel, premises and assets for the conduct of United Nations activities. The report provides an assessment of United Nations security management policies, efforts, initiatives and multi-faceted strategies in an evolving global security environment.

14-61733 (E) 071014

Please recycle

I. Introduction

1. In its resolution 68/101, the General Assembly requested the Secretary-General to submit to it, at its sixty-ninth session, a report on the safety and security of humanitarian personnel and protection of United Nations personnel and on the implementation of the resolution. The present report provides an update on the safety and security of United Nations personnel over the past year and on the efforts of the Department of Safety and Security to implement the recommendations of the Assembly contained in resolution 68/101 that fall within its purview.

2. The present report contains an analysis of security incidents that affected United Nations personnel[1] in the calendar year 2013 and compares the data, where applicable, to those of 2012 and the previous year(s). Additionally, the report provides information on security incidents in the first six months of 2014. Such analysis presents a picture of the threats that the United Nations system faces as it delivers its programmes, including humanitarian assistance.

3. The report describes the measures taken by the Department of Safety and Security and the United Nations security management system[2] in realizing the strategic vision of a modern, professional, effective and efficient security management system that supports United Nations designated officials and security management teams worldwide. The goal is to provide the highest level of security for United Nations personnel and premises consistent with the delivery and implementation of United Nations programmes and activities. In accordance with General Assembly resolution 68/101, the present report contains an assessment of the policies, strategies and initiatives of the United Nations system in the field of safety and security.

II. Security challenges and threats against United Nations personnel

4. Threats against the United Nations are of increasing concern. In the current global security landscape, the United Nations is a target of violent attacks by parties to armed conflicts. The reporting period has witnessed complex attacks targeting United Nations personnel and premises.

5. Security threats have become more complex, with the use of unconventional tactics, including improvised explosive devices, suicide bombings and abductions. The line between criminals and hostile groups, including extremists with transnational strategies and using sophisticated tactics, is increasingly blurred.

---

[1] For the purpose of the present report, the term "United Nations personnel" refers to all personnel covered by the United Nations security management system, including United Nations system personnel, United Nations Volunteers, individually deployed military and police personnel in missions led by the Department of Peacekeeping Operations or the Department of Political Affairs, consultants, individual contractors, experts on mission and other officials with a direct contractual agreement with an organization of the United Nations system. The term does not refer to military members of national contingents or members of formed police units when deployed with their contingent.

[2] The United Nations security management system includes all organizations of the United Nations system and other non-United Nations entities that have concluded a memorandum of understanding with the United Nations on security management.

6. In active theatres of conflict, violent attacks on humanitarian and civilian facilities have emerged as a cause of the deepest concern.

7. In 2013 and during the first six months of 2014, the United Nations conducted and expanded its operations in countries, missions and areas presenting unprecedented security challenges, including areas with active armed conflicts and volatile post-conflict environments as well as military confrontations, civil unrest and public disorder, sectarian violence, violent criminality, proliferation of extremism, political crisis, widespread human rights violations, dire humanitarian situations and emergencies and natural disasters. The number of countries, missions and areas characterized by these conditions as well as the number of United Nations personnel involved in operations in such locations increased significantly.

8. In areas of military hostilities, United Nations personnel have frequently been exposed to collateral risks and even direct attacks. During the reporting period, United Nations personnel, premises and assets in multiple locations were continuously targeted by extremist attacks involving the use of asymmetrical tactics. An increased level of criminality in multiple locations where United Nations personnel are present also constitutes a continuing security challenge.

9. Despite the challenging global security environment, during the reporting period the system-wide strategic approaches, policies and operational measures adopted by the United Nations security management system enabled the United Nations to conduct critical cross-border life-saving humanitarian operations in Iraq and the Syrian Arab Republic and respond to the political and human rights crises with dire humanitarian consequences in the Central African Republic, South Sudan, Mali and Ukraine. Moreover, the United Nations security management system has enabled the United Nations to expand its operations in Somalia, continue the delivery of its programmes and mandates in Libya and provide humanitarian assistance as well as recovery support to the victims of natural disaster in the Philippines.

10. To enable the effective delivery of wide-ranging United Nations programmes, mandates and activities worldwide, specifically in countries and areas associated with elevated threats and security risks, the Department of Safety and Security and the United Nations security management system continued to refine their policies as well as their strategic and operational approaches to meet the increasing demands.

A. Personnel affected by security incidents in 2013

11. The United Nations security management system is currently responsible for the safety and security of more than 150,000 United Nations personnel in 187 countries. Some 30,000 United Nations personnel serve at headquarters locations[3] while more than 120,000[4] serve in non-headquarters duty stations, including field offices.

[3] For the purpose of the present report, "headquarters locations" are defined as headquarters of the organizations of the United Nations system that are members of the United Nations security management system.

[4] The numbers for United Nations personnel are derived from the 2010 statistics of the organizations in the United Nations common system.

12. The main findings from the reported critical and significant security incidents in 2013 are as follows:

(a) The total number of United Nations personnel affected by significant security incidents[5] was 1,216 compared with 1,793 in 2012, 1,759 in 2011 and 1,438 in 2010;

(b) A total of 28 United Nations personnel lost their lives in significant security incidents in 2013, compared with 35 in 2012, 70 in 2011 and 24 in 2010;

(c) Eighteen personnel lost their lives as a result of violence and 10 were killed in safety-related incidents, compared with 20 and 15 in 2012, 26 and 44 in 2011 and 5 and 19 in 2010, respectively;

(d) All 10 victims of safety-related incidents in 2013 lost their lives as a result of road traffic accidents;

(e) A total of 226 personnel were injured in significant security incidents (compared with 321 in 2012, 311 in 2011 and 232 in 2010), 82 as the result of violence and 144 in safety-related incidents;

(f) Of the 18 personnel who lost their lives as a result of violence, 7 were killed in military hostilities, 2 died in extremist attacks and 9 were victims of crime.

1. Critical security incidents caused by violence

13. Of the 1,216 United Nations personnel involved in significant security incidents in 2013, 22 per cent (271) were affected by critical incidents, that is, incidents resulting in death, injury or abduction.

2. Abductions

14. The continuing high number of abductions of United Nations personnel since 2010 remains a serious concern. In 2013, 17 United Nations personnel were abducted, following 31 abductions in 2012, 21 in 2011 and 12 in 2010. In the Syrian Arab Republic, United Nations personnel remained in captivity for eight months. Most of the abductions and hostage-taking incidents occurred in the Sudan, the Syrian Arab Republic and Yemen. During the first six months of 2014, nine United Nations personnel were abducted. All personnel abducted during the first six months of 2014 have been safely released. One internationally recruited staff member abducted in October 2013 in Yemen remains in captivity.

3. Other incidents of violence

15. Although not resulting in death, abduction or injury, during 2013, 314 personnel were affected by robberies, 23 by break-ins of their residences and 35 by aggravated assault; 81 United Nations personnel were subjected to acts of intimidation. There were 28 incidents of harassment (see annex I and figure III in annex VI).

[5] "Significant security incidents" refer to all types of security and safety incidents including critical incidents resulting in death, injury or abduction, and other categories of security incidents as indicated in annex I (robbery, residence break-in, aggravated sexual assault, burglary, intimidation, harassment, arrest and detention).

4. Safety-related incidents

16. In 2013, 10 personnel lost their lives and 144 were injured in safety-related incidents. All the deaths caused by safety-related incidents were as a result of road traffic accidents (see figure IV in annex VI).

5. Road traffic accidents

17. Ten United Nations personnel were killed and a further 139 were injured in road traffic accidents in 2013, compared with 12 personnel killed and 180 injured in 2012. Approximately 50 per cent of all road traffic incidents and 33 per cent of deaths were associated with the use of official United Nations vehicles. In 2013, 32 non-United Nations personnel were killed and 291 were injured in traffic accidents involving United Nations official vehicles in 40 countries.

6. Analysis of security incidents

18. The number of United Nations personnel affected by critical and significant security incidents decreased in 2013 compared to the previous reporting period. In view of the present challenging security environment, this statistical decrease was marginal considering that the number of United Nations personnel affected by critical and significant security incidents is highly dependent on the number of mass casualties (i.e., deaths and injuries) sustained in single catastrophic incidents. No mass casualty events involving the United Nations occurred in the reporting period. In previous years, single mass casualty events had a profound impact on the overall number of deaths and injuries. An illustrative example is the suicide bomber attack in 2011 against the United Nations House in Abuja killing 14 United Nations personnel and injuring more than 60.

19. There were multiple direct extremist attacks targeting United Nations personnel, premises and assets in 2013 and during the first six months of 2014. Such attacks had the potential to cause catastrophic damage. The United Nations security management system security risk mitigation strategies as well as effective operational measures were effective in preventing the mass casualties that could have resulted from these attacks. Additional security measures, devised by the Department in tandem with the United Nations security management system, including enhanced physical security of premises, use of armoured vehicles, deployment of security guards and enhanced security training and awareness, all contributed to reducing the impact of these attacks and saved lives.

20. Another factor contributing to the overall decrease in the number of personnel affected by critical and significant incidents in 2013 was the fact that no United Nations personnel were killed as a result of aviation accidents. In 2011, 25 United Nations personnel lost their lives as a result of the crash of a United Nations aircraft in Kinshasa, which substantially increased the number of personnel killed in safety-related incidents that year.

21. The number of United Nations personnel killed or injured as a result of road traffic incidents remained high.

22. The total numbers of United Nations personnel affected by violent crime, including robbery, residential break-in and aggravated assault, has remained steady since 2009.

7. Comparisons of significant security incidents by gender

23. Females accounted for some 40 per cent of United Nations personnel and almost 36 per cent of all personnel affected by significant security incidents. Female personnel were more affected by certain types of incidents. For example, about 52 per cent of the total number of personnel affected by robberies and almost 100 per cent of those affected by sexual assaults were female (see figure VII in annex VI).

8. Comparison of significant security incidents among international and locally recruited personnel

24. Internationally recruited personnel comprised approximately 27 per cent of the total of 150,000 United Nations personnel. In 2013, 35 per cent of significant security incidents affected 406 internationally recruited personnel and 65 per cent of such incidents affected 810 locally recruited personnel (see figure V in annex VI).

25. Of the 18 United Nations personnel killed by violence in 2013, 13 were locally recruited personnel. In addition, incidents involving harassment, arrest and detention, and intimidation had a greater impact on locally recruited personnel.

B. United Nations operations in high-risk environments

26. In 2013, there were 18 cases of intrusion into United Nations premises and 14 armed attacks, including six cases in which collateral military hostilities affected United Nations premises.

27. To enable the United Nations to carry out critical operations and programmes in high-risk environments, the Department of Safety and Security, in cooperation with the organizations of the United Nations system, continued to enhance its surge capacity for the timely deployment of security professionals in crises and complex emergencies. In 2013, the United Nations security management system enabled the delivery of critical mandates and programmes under conditions associated with high and very high security risks in several areas of Afghanistan, the Central African Republic, the Democratic Republic of the Congo, Iraq, Libya, Mali, Somalia, South Sudan, the Sudan, the Syrian Arab Republic and Yemen.

28. Its enhanced surge capacity enabled the Department to provide security support to United Nations programmes in areas that have been declared a level 3 emergency. In 2013, the United Nations declared four level 3 emergencies, in the Central African Republic, the Philippines, South Sudan and the Syrian Arab Republic.

C. Significant security incidents in the first six months of 2014

29. On 17 January 2014, four international United Nations personnel were killed as a result of a complex attack on a restaurant in Kabul. On 7 April, two international United Nations personnel were assassinated in Galkayo, Somalia.

30. The number of aggravated and violent assaults on United Nations personnel and their residences increased significantly in the first six months of 2014 owing primarily to ongoing hostilities and civil unrest in the Central African Republic and

South Sudan. Nine United Nations personnel and their families were victims of violent attacks on their residences in the Central African Republic, with seven reported in South Sudan.

31. In the first six months of 2014, there were 9 cases of attacks on United Nations premises and assets in the Central African Republic and 10 similar attacks in South Sudan, resulting in massive looting of humanitarian goods and food aid.

D. Security incidents affecting area staff of the United Nations Relief and Works Agency for Palestine Refugees in the Near East

32. Although area staff of the United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA) do not fall under the United Nations security management system and are not included in the overall statistics contained in the present report,[6] it is important to highlight the serious security incidents affecting UNRWA area staff because they are symptomatic of the environment in which the United Nations operates.

33. UNRWA employs more than 30,000 area staff in Gaza and the West Bank, Jordan, Lebanon and the Syrian Arab Republic. The majority of UNRWA area staff members work in the organization's five areas of operations and constitute the backbone of its workforce. They provide health, education, protection, infrastructure, relief and social services in aid of Palestine refugees.

34. Owing to prevailing security conditions in areas of UNRWA operations, UNRWA area staff and installations have been heavily affected by security incidents. From 1 January 2013 to 30 June 2014, 13 UNRWA area staff were killed and 21 injured as a result of acts of violence. In addition, 4 were abducted, 12 were reported missing and 68 detained or arrested (see annex V).

35. Most of the critical incidents occurred in the Syrian Arab Republic, where 10 UNRWA area staff members were killed, 16 injured, 2 abducted, 10 reported missing and 46 detained or arrested; 24 UNRWA area staff members were detained in the Syrian Arab Republic as of 30 June 2014.

III. Respect for the human rights, privileges and immunities of United Nations and other personnel

36. The United Nations security management system is based on the fundamental principle that the host Government has the primary responsibility for the security and protection of United Nations personnel, property and assets.

37. In accordance with General Assembly resolution 68/101, the United Nations continued to take necessary measures to promote full respect for the human rights, privileges and immunities of United Nations and other personnel carrying out activities in fulfilment of the mandate of a United Nations operation. Furthermore, the United Nations, in negotiating headquarters and other mission agreements, continued to seek the inclusion of the applicable conditions contained in the relevant

[6] See footnote 1 for the organizations covered by the United Nations security management system.

international conventions, including the Convention on the Safety of United Nations and Associated Personnel and its Optional Protocol. Recently concluded status-of-forces and status-of-mission agreements and those under negotiation by the United Nations include references to the International Covenant on Civil and Political Rights.

38. United Nations officials continued to maintain constructive engagement with Member States on issues relating to the human rights, privileges and immunities and the safety and security of United Nations personnel and to seek their support in improving the operational environment for the United Nations.

39. In promoting transparency and ongoing efforts under the Secretary-General's Rights up Front initiative, the Department continues to strengthen its cooperation and information-sharing on issues within its purview with relevant subsidiary bodies of the Human Rights Council.

IV. Arrest and detention

40. In 2013, 138 United Nations personnel were detained or arrested; 88 per cent of them were locally recruited personnel and about 80 per cent were detained or arrested following traffic accidents and for alleged civil or criminal offences. In 2013, in 21 cases of arrest or detention, the United Nations was denied access to the detainee and given no reasons for the arrest.

41. In the first six months of 2014, 41 United Nations personnel were detained or arrested. As of 30 June 2014, 52 United Nations personnel remained in detention, including 10 personnel convicted for civil or criminal offences.

42. The numbers of United Nations personnel detained or arrested by host country authorities have declined since 2009 but remain unacceptably high. The Department of Safety and Security continues to intensify its efforts, together with relevant United Nations entities and in cooperation with the host Government, to address this issue. Ongoing efforts include improving the reporting system in accordance with the United Nations security management system policy on arrest and detention, adopted on 14 April 2012, and proactive engagement with host government authorities.

V. Strengthening the United Nations security management system

A. Enhancing security collaboration between the United Nations and host Governments

43. Relations with host country authorities are fundamental to United Nations security management. During the reporting period, the senior leadership of the Department of Safety and Security maintained dialogues with the relevant authorities of Member States in order to strengthen collaboration between host Governments and the United Nations on security matters. The Organization continued to promote collaboration with Member States, in particular host government authorities, in the areas of security-related information-sharing,

situational awareness, threat analysis, contingency planning and other relevant aspects of security risk management. This collaboration focused not only on protective physical security measures for United Nations premises but also on efforts to address security management from a preventive and integrated perspective. At the strategic level, senior United Nations officials have consistently raised issues concerning the security of United Nations personnel during meetings with Member States.

44. Through regular interaction with Member States, the Department continued to provide information on steps taken and resources required to enable the delivery of United Nations programmes through a modern, analysis-based and multidimensional security management system. The United Nations policy approach towards collaboration with the host Government focuses on maintaining close liaison with host government authorities, building an effective information-sharing mechanism and jointly analysing security threats against the United Nations.[7]

45. A critical aspect of collaboration with the host Government is the effort to address impunity. In an attempt to hold accountable those responsible for threats and acts of violence against United Nations personnel, the Department and the designated officials continued to work closely with Member States to ensure that attacks against the United Nations are fully investigated.

46. Since January 2014, the Organization has been examining means by which the United Nations security management system, in cooperation with the host Government, could follow up more effectively on cases involving acts of violence committed against United Nations personnel. This exercise aims to ensure that serious acts against the United Nations are fully investigated and that comprehensive follow-up with survivors and victims' families is maintained.

B. Assessments of the development, implementation and outcomes of policies, initiatives and efforts

47. The United Nations continues to refine its security management system in line with the Organization's shift from a "when to leave" to a "how to stay" approach. One of the main challenges is how to balance security risks and programme imperatives, particularly for activities in high-risk areas (see A/66/680).

48. At the same time, there is a need to re-examine further the strategic approach towards enhancing the "duty of care" for United Nations personnel. The Department led the working group established by the High-level Committee on Management to review the issues related to reconciling "duty of care" for United Nations personnel with the need to "stay and deliver" in high-risk environments. The working group held its first meeting on 28 August 2014 with the participation of relevant United Nations entities.

[7] Following the issuance of the United Nations security management system policy on relations with the host country on security in April 2012, the Department has led efforts to promote further collaboration with host Governments on security matters. These include strategic guidance and support to the designated officials for security and United Nations security professionals highlighting relations with the host country as a critical aspect of their security management functions.

49. In addition to the improvement of policy development and increasing awareness, understanding and effective application of United Nations security management system policies and tools at all levels, there is a need to ensure that those tools and policies fully correspond to operational requirements on the ground. The Department continued to promote the required commitment of all actors within the United Nations security management system, from United Nations senior leadership to individual personnel, to mainstream security as part of programme considerations. At the same time, the Department continued to collaborate closely with members of the Inter-Agency Security Management Network in its work to initiate policies and take steps to address any emerging policy gaps. Current efforts include revisions of the security risk management policy and tools to ensure their applicability and effectiveness at the field level.

50. The Department has taken steps to focus discussions within the United Nations security management system on immediate, medium-term and long-term strategic issues. The ongoing strategic review, facilitated by the Department since February 2014, has aimed not only to build on current strengths but also to address any strategic, operational and administrative gaps. Its ultimate objective is to identify areas where further alignment of the Department's structures and activities with the demands of the current threatening environment in which the United Nations operates is needed, in accordance with the mandate of the Department as set out by the General Assembly.

1. Strategic approach and integration of security management with programmes

51. At the policy and operational levels, the Department, in collaboration with the organizations of the United Nations system, continues to devise a global strategy to further strengthen the security management capacity of the United Nations.

52. The overarching strategic approach of the United Nations to security management focuses on the following aspects: (a) strengthening security risk management policy and tools as well as their application; (b) increasing situational awareness and analysis capacity; (c) strengthening policy development and promoting best practices; (d) increasing compliance with minimum operating security standards and improving monitoring and evaluation; (e) enhancing surge capacity for emergency response; (f) devising effective physical security measures; (g) developing the expertise of security professionals and strengthening support to the designated officials and the security management teams in the field; and (h) promoting an effective and preventive security management approach that is multidimensional.

53. Following the development of the programme criticality concept in 2011 (see A/66/720 and A/66/680), the Working Group on Programme Criticality of the High-level Committee on Management at the beginning of 2014 commissioned an independent review of the programme criticality framework and the results of its roll-out in 2013. The framework puts in place guiding principles and a structured approach to ensure that critical programme activities can be balanced against security risks. On the basis of the outcome of the independent review, completed in June 2014, the United Nations is considering efforts to address key issues, including the need for effective Headquarters support, oversight and accountability of the programme criticality mechanism and field-level involvement in programme criticality assessments.

54. Since 2009, the United Nations security management system has taken measures within its remit to implement the recommendations of the Independent Panel on the Safety and Security of United Nations Personnel and Premises Worldwide contained in the report of the Independent Panel issued on 9 June 2008. Together with its partners in the United Nations security management system, the Department continues to examine measures within its purview with the aim of taking additional steps beyond those recommended by the Independent Panel. These include measures to improve the physical security of United Nations premises and to assess how the United Nations security management system could function more effectively and efficiently. Moreover, the United Nations continued to take additional steps on issues related to locally recruited personnel and on the professionalization of its security personnel.

2. Developing security risk management tools

55. Following the development of the security risk management policy in 2011, the United Nations continued to improve its security risk management concept and tools to manage security risks against the United Nations, its personnel, premises and assets. Ongoing efforts by a working group of the Inter-Agency Security Management Network aim at review of the current policy and further refinement of the security management concept, manual and computer-based tools, as well as training.

3. Situational awareness and analysis

56. In responding to unconventional threats, the United Nations continued to enhance its information-gathering capacity in an effort to improve its situational awareness. The Department is considering how to coordinate efforts with relevant United Nations entities to synchronize the United Nations data collection on security incidents and to enhance security information analysis through well-coordinated and integrated capacity.

4. Road safety initiatives

57. During the reporting period, the Department, in cooperation with organizations of the United Nations system, continued to promote road safety for United Nations personnel in accordance with General Assembly resolution 68/101. Following the launch of a road safety awareness campaign in February 2012, the Department's Training and Development Section continued to increase awareness among United Nations personnel at all levels. Road safety awareness remains a key aspect of the safety management responsibility of United Nations personnel.

58. The Department continues to collect and analyse information and report on road safety incidents, including casualties among non-United Nations personnel resulting from road accidents involving United Nations personnel.

5. Compliance with policies and guidelines

59. During the reporting period, the Department evaluated the effectiveness of security programmes and activities as well as the level of compliance with existing policies and guidelines by all relevant United Nations security management system actors across 17 duty stations. The Department assessed 809 premises and issued 135 recommendations on the security of United Nations premises. Further efforts

are under way to improve the methodology for security programme evaluation with updated assessment criteria. The Department's Compliance Evaluation and Monitoring Section, in cooperation with relevant United Nations system organizations, has initiated the development of evaluation tools for security professionals to conduct assessments at their designated field locations.

60. The follow-up action, taken in accordance with the 192 recommendations on compliance with policies and procedures issued by the Department, has contributed to improvement in the functioning of the security management team, the country security focal point network, the warden system and the overall field security management structure as well as security risk management measures.

6. Measures to improve the safety and security of locally recruited personnel

61. The security of locally recruited personnel is a priority for the United Nations system. The Organization continues to devote attention to devising further additional security measures to protect locally recruited personnel, especially in crises. The Department continues to mainstream considerations affecting locally recruited personnel in all its security and safety policies. Efforts are under way to review policies and procedures, in consultation with the Human Resources Network, with regard to alternate work modalities, relocation and evacuation of locally recruited personnel.

7. Measures to improve the safety and security of female personnel

62. The Department continued its efforts to address the security concerns of female personnel. It has ensured the mainstreaming of gender perspectives in all United Nations security management system policies and guidelines. Through training and an interactive website, operated by the Department, a comprehensive learning package, entitled "Women security awareness programme", targeting both genders, has helped increase awareness of security concerns of female personnel.

VI. Contributions of the Department of Safety and Security to the security of personnel, and main achievements

63. During the reporting period, the Department managed worldwide activities related to 249 United Nations-sponsored special events and conferences held outside United Nations system premises and organized in locations that are not normally under the Organization's control, including 16 major events in 12 countries. These events included the United Nations Climate Change Conference, held in Warsaw, the Seventh Joint Annual Meetings of the African Union Conference of Ministers of Economy and Finance and the Economic Commission for Africa Conference of African Ministers of Finance, Planning and Economic Development, held in Abuja and the seventh session of the United Nations Human Settlements Programme World Urban Forum, held in Medellín, Colombia.

A. Field support

64. The Department, through its Division of Regional Operations, continued to provide operational support to the security management structures that include

security professionals and managers in more than 180 countries. It assisted in the oversight of day-to-day security management and provided support for responses to crises and critical incidents in the field.

B. Development of policies and guidelines

65. The development of common policies and guidelines remained a key prerequisite in building a strengthened and unified United Nations security management system. The Department, in tandem with the Inter-Agency Security Management Network, continued to facilitate the development of additional policies and guidelines for the United Nations security management system, as well as other policies with security implications. These included policies on improvised explosive devices, residential security standards, lists of United Nations personnel, collaboration with non-governmental organizations (NGOs) within the Saving Lives Together framework, aviation safety, and safety and security incident reporting.

66. Moreover, the Department has undertaken efforts with other entities to ensure the mainstreaming of security considerations in the Organization's multidimensional policies. These included the Organization's policies on crisis management, sexual exploitation and abuse in peacekeeping operations and the use of guard units for the protection of United Nations special political missions.

67. To enhance awareness and ensure the uniform application of established and standardized safety and security policies, the Department has made available, through its web portal, up-to-date information on security policies and guidelines. The Department's Policy, Planning and Coordination Unit continued to maintain a database of recommendations by United Nations oversight bodies as well as of lessons learned and best practices in security management and other policies with implications for security management. In accordance with the mandate provided by the General Assembly, the Unit continued to provide strategic advice to and support for the United Nations security management system and the Inter-Agency Security Management Network on policy issues. It continued to provide United Nations system-wide services through policy advice and responses to queries on security management policies and related issues.

C. Securing United Nations premises, close protection and security arrangements for special events

68. From 1 January 2013 to 30 June 2014, the Department coordinated the assessment of 2,050 United Nations operations and, when required, of close protection services for them, including security arrangements for the travel of 140 senior United Nations officials to 190 countries. In the same period, the Department coordinated the provision of close protection services seconded by Member States for two field missions to South Sudan and the Syrian Arab Republic. The Department has continued to coordinate protective services for field missions, including during the start-up of peacekeeping operations in the Central African Republic and Mali, as well as for the mission of the Panel of Experts on Yemen. Through its Security and Safety Services, the Department provided a temporary guard force to secure the United Nations premises in Libya. Moreover, it provided close protection services for the Security Council missions to the Democratic

Republic of the Congo, Ethiopia, Rwanda and Uganda in October 2013 and Mali in January and February 2014.

69. The Department continued to enhance the safety and security features of United Nations premises at Headquarters in New York as well as premises in Cambodia, Kenya and Lebanon. In Kenya, during the first quarter of 2014, there was a dramatic increase in the number of violent incidents affecting United Nations personnel. These included extremist attacks in Nairobi, Mombasa and north-eastern areas. In 2013, the most notable attack by extremists in Kenya was the attack on Westgate shopping mall in Nairobi on 21 September 2013.

70. The Department has initiated the establishment of a physical security unit, using existing resources, with the aim of assessing the physical security of United Nations premises worldwide in a more organized, coherent and timely fashion.

D. Training

71. The Department's Training and Development Section facilitated a comprehensive security training programme in line with the strategies adopted by the Inter-Agency Security Management Network. The Department delivered core and specialist training courses through online and in-person training. To date, more than 180,000 United Nations personnel have successfully completed the online basic security in the field course, including United Nations personnel who are required to update their security training triennially. The revised course will soon be available for distribution in all United Nations official languages.

72. During the reporting period, the Department delivered a total of 117 courses. Approximately 1,800 security professionals have attended the courses, organized in collaboration with United Nations agencies, funds and programmes.

73. Hostage incident management training, security certification programmes, local security assistant programmes and intermediate training programmes are among the specialist and core security training courses offered to promote awareness on security policies, practices and procedures.

74. More than 5,000 United Nations personnel have completed the online security management team course, which aims to broaden security managers' knowledge about the United Nations security management system. The Department provided training for 52 designated officials during the reporting period and continued its collaboration with the United Nations Development Group on the training of resident coordinators and humanitarian coordinators.

75. In cooperation with the United Nations Medical Services Division, the Department facilitated the emergency trauma bag-first responder course for more than 400 United Nations personnel working in challenging security environments.

76. About 4,506 United Nations personnel have completed the course on safe and secure approaches in field environments. The Department, in cooperation with the Department of Peacekeeping Operations, has trained a total of 457 security personnel in peacekeeping missions.

E. Critical incidents stress management

77. From January 2013 to June 2014, the Department's Critical Incident Stress Management Unit continued to build United Nations country offices' capacities and preparedness for critical incident stress management and prevention. These efforts included maintaining 23 critical incident stress intervention cells at field locations, providing counselling as well as training of personnel on stress management. The Department has conducted 7,968 counselling sessions and deployed counsellors in response to 36 major crises in the Middle East, Africa and Asia. These crises included floods in Indonesia; an earthquake in the Philippines; hostage incidents and political unrest in South Sudan and the Syrian Arab Republic; the extremist attack on the Westgate mall in Kenya; the attack on the United Nations compound in Mogadishu; political and social unrest, as well as extremist attacks, in Mali; and civil conflict in the Central African Republic. Moreover, the Department has contributed to the Secretariat's interdepartmental effort on support to the survivors and affected families and has worked closely with other relevant entities to further harmonize the United Nations counselling system during critical incidents.

F. Information management

78. Following the launching of the computer-based significant safety and security incident recording system in 2013, the Department continued to coordinate efforts in coordination with the Inter-Agency Security Management Network to improve current security incident recording and further refine the system. This year, the Network has approved a new taxonomy of security incidents and definitions to be applicable across the United Nations security management system.

79. Following the establishment of a policy on security clearances and a user-friendly computer-based system to facilitate the process of security clearances for the official travel of United Nations personnel (the travel request information processing system), the Department now processes an average of 150,000 security clearances per month, which amounts to 1.8 million clearances annually.

G. Aviation safety

80. The Department has developed its capacity to support the Organization's efforts to provide aviation safety guidance for United Nations personnel. The Department, in cooperation with the United Nations security management system organizations, continues to undertake a comprehensive policy review with regard to aviation safety, as well as an assessment of risks posed to personnel travelling by air. The initiative provides timely information on those risks that may have an impact on air travel by United Nations personnel. To date, the Department has provided information on aviation safety in response to approximately 4,500 requests for information from field duty stations worldwide.

VII. Security collaboration between the United Nations and non-governmental organizations

81. While reporting on incidents affecting non-governmental organizations has yet to be standardized, information received by the Department indicates that personnel of non-governmental humanitarian organizations continue to face significant security challenges. From 1 January 2013 to 30 June 2014, reports received by the Department indicate that at least 44 personnel of non-governmental organizations were killed,[8] 90 injured by violence and 99 abducted. The reported number of victims in all categories increased from the previous reporting period (see figure VI in annex VI).

82. The Department has continued to provide support and engage with non-governmental organizations on security. In April 2014, the United Nations security management system promulgated its Saving Lives Together framework, which provides a basis to facilitate security cooperation between the United Nations and its implementing and operational partners. In addition, the Department, in cooperation with concerned United Nations entities, has concluded an independent review of Saving Lives Together, with the aim of enhancing the framework and developing new operational guidance.

83. In order to improve collaboration between the United Nations and NGOs, the Department will increase opportunities for security managers of non-governmental organizations to participate in Department security training workshops. It is expected that this initiative will further reinforce a mutual understanding of security management processes and procedures, as well as the sharing of best practices between the United Nations and NGOs.

VIII. Observations and recommendations

84. **The protection of United Nations and humanitarian personnel is one of the international community's significant challenges in the twenty-first century. As the evolving global security environment is far from improving, United Nations and humanitarian personnel face threats whose nature and scale are unprecedented in the Organization's history.**

85. **The United Nations and its humanitarian personnel and premises are no longer immune from hostilities and attacks by State and non-State actors who are parties to a conflict. Irrespective of the motivations for these threats, this trend calls for joint efforts by the international community to address in a more comprehensive manner the need to protect United Nations and humanitarian personnel.**

86. **Three inextricably linked factors that should prompt the world community to make concerted efforts to ensure the protection of United Nations and humanitarian personnel need to be highlighted: (a) a current and evolving global security environment marked by unconventional and diverse threats against United Nations and humanitarian personnel; (b) the increasing**

[8] This is the figure reported to the United Nations in seven countries. There are, however, a considerable number of NGOs that choose not to share this information with the United Nations.

requirement by Member States for the United Nations to be present in dangerous places, including in areas of active armed conflict and volatile post-conflict environments; and (c) the undeterred commitment of the United Nations to operate, regardless of the environment, in order to carry out life-saving programmes and to promote peace, human rights and development.

87. I wish to commend and pay tribute to the courageous United Nations and humanitarian personnel who serve across the globe, especially those serving in high-risk environments, to assist populations in dire need. Despite the evolving acute and diverse threats, United Nations and humanitarian personnel continue to carry out duties that are essential to the restoration of peace and security and the promotion of human rights and development.

88. I am saddened and distressed by the tragic loss of life of United Nations and humanitarian personnel, in particular the deaths of 28 United Nations personnel in 2013 and a further 16 in the first six months of 2014; the reported deaths of at least 44 NGO humanitarian personnel; and the loss of 13 UNRWA area staff during the reporting period. The deliberate killing of two United Nations personnel in Galkayo, Somalia, on 14 April 2014 is appalling.

89. In gross violation of internationally accepted norms and principles, the attacks on United Nations personnel and premises have shown no sign of abating. I wish to underscore that in the midst of escalating violence in active conflicts, United Nations shelters must remain safe.

90. The continuous and drastic rise in the number of abductions of United Nations and humanitarian personnel is a cause of great concern. There was a more than three-fold increase in the number of abductions involving humanitarian personnel of non-governmental organizations in 2013, with 99 reported incidents. This is unacceptable.

91. The importance of addressing impunity for crimes committed against United Nations and humanitarian personnel is paramount. I call upon host Governments and Member States to bring to justice perpetrators of violent acts against United Nations and humanitarian personnel.

92. The unlawful detention and arrest of United Nations personnel, particularly in cases where the United Nations lacks access to those arrested or detained, is of concern.

93. Despite our determination to deliver programmes in high-risk locations, the United Nations should not aim merely to maintain a presence; to fulfil its mandate, it must be able to "stay and deliver" these critical programmes. There is a need to uphold the "duty of care" towards United Nations personnel, particularly locally recruited personnel.

94. It is imperative that the Organization, Member States, humanitarian partners and the world community forge a forward-looking and comprehensive approach aimed at protecting United Nations and humanitarian personnel. Concerted measures to address the challenges in the context of the current global security situation should be preventive rather than responsive. This approach will allow the United Nations to "stay and deliver" its critical programmes in those challenging security environments where it must operate.

95. **Constructive engagement with all stakeholders and acceptance by the local population is an integral part of multidimensional security management. In the current global security environment, impartiality, both real and perceived, on the part of the United Nations and its mandates is essential for the protection of United Nations and humanitarian personnel. The ability to establish and maintain constructive engagement with all stakeholders in the environment in which the United Nations operates is an indispensable strategy in protecting United Nations and humanitarian personnel.**

96. **While physical security is a core component of United Nations security management, the sustainable security management approach requires an approach that is multidimensional. This includes the need to view security management as a joint effort undertaken in partnership with host Governments and Member States. The protection of United Nations and humanitarian personnel is the collective responsibility of the international community.**

97. **On behalf of all United Nations personnel, I wish to express my deepest appreciation to Member States for their continued support to and engagement with the Department of Safety and Security. I request all Member States that have not already done so to ratify or accede to the Optional Protocol to the Convention on the Safety of United Nations and Associated Personnel.**

98. **On behalf of the United Nations, I wish to express my deepest condolences to the families of all United Nations and associated personnel and all humanitarian personnel who have lost their lives in the line of duty. I highly commend those who continue to work in challenging and dangerous conditions.**

99. **I wish to recommend that the General Assembly remain seized of the issue of the safety and security of United Nations and associated personnel and continue its support to the United Nations security management system.**

Annex I

United Nations civilian personnel affected by security incidents from 1 January to 31 December 2013

Category of security incident	*Number of personnel affected*	*Internationally recruited personnel*	*Nationally recruited personnel*	*Male personnel*	*Female personnel*	*Number of countries*	*Circumstances of security incidents*
Loss of life as a result of acts of violence	18	5	13	16	2	10	Armed conflict (7), terrorism (2), crime (9)
Loss of life as a result of safety-related incidents	10	2	8	9	1	9	Road traffic accident (10)
Injury as a result of acts of violence	82	33	49	69	13	23	Armed conflict (9), terrorism (5), crime (61), civil unrest (7)
Injury as a result of safety-related incidents	144	42	102	106	38	55	Road traffic accident (139), other safety accident (5)
Abduction[a] of personnel	17	10	7	16	1	5	
Robbery[b] of personnel	314	123	191	150	164	61	
Residence break-in[c]	23	9	14	15	8	12	
Aggravated assault[d] of personnel	35	12	23	21	14	14	
Sexual assault of personnel	4	2	2	–	4	3	
Burglary[e] of residence	322	121	201	172	150	81	
Intimidation[f] of personnel	81	15	66	61	20	14	
Harassment[g] of personnel	28	15	13	13	15	12	
Arrest[h] and detention of personnel	138	17	121	135	3	14	
Total	**1 216**	**406**	**810**	**783**	**433**		

[a] Act of restraint through the use or threat of force or through fraudulent persuasion, including hostage-taking involving demands as conditions for liberation, executed by non-State actors.

[b] Act or instance of unlawfully taking property by the use of violence or threat of violence.

[c] Unauthorized and forceful entry with intent to commit a felony or crime aggravated by the use of force and/or physical assault.

[d] Unlawful act which places personnel, without consent, in fear of immediate bodily harm or battery.

[e] Unauthorized and forceful entry with intent to commit a felony or crime.

[f] Act of making a person timid or fearful or of deterring by threats.

[g] Act of systematic and/or continued, unwanted and annoying actions which serve no legitimate purpose, causing substantial emotional distress.

[h] Acts executed by State actors.

Annex II

Number of United Nations civilian personnel affected by security incidents in 2010, 2011, 2012 and 2013

Category of security incident	*2010*	*2011*	*2012*	*2013*
Loss of life as a result of acts of violence	5	26	20	18
Loss of life as a result of safety-related incidents	19	44	15	10
Injury as a result of acts of violence	68	145	112	82
Injury as a result of safety-related incidents	164	166	209	144
Abduction of personnel	12	21	31	17
Robbery of personnel	239	417	408	314
Residence break-in	35	20	31	23
Aggravated assault of personnel	64	31	44	35
Sexual assault of personnel	9	6	4	4
Burglary of residence of personnel	385	418	493	322
Intimidation of personnel	210	224	209	81
Harassment of personnel	17	46	52	28
Arrest and detention of personnel	211	195	165	138
Total	**1 438**	**1 759**	**1 793**	**1 216**

Annex III

Number of United Nations civilian personnel affected by security incidents in the first six months of 2011, 2012, 2013 and 2014

Category of security incident	*First six months of 2011*	*First six months of 2012*	*First six months of 2013*	*First six months of 2014*
Loss of life as a result of acts of violence	9	7	11	10
Loss of life as a result of safety-related incidents	33	10	8	6
Injury as a result of acts of violence	46	42	68	21
Injury as a result of safety-related incidents	73	95	120	50
Abduction of personnel	14	25	15	9
Robbery of personnel	204	257	251	64
Residence break-in	19	12	15	23
Aggravated assault of personnel	17	20	22	36
Sexual assault of personnel	7	2	1	–
Burglary of residence of personnel	234	279	277	70
Intimidation of personnel	135	134	64	46
Harassment of personnel	8	34	18	10
Arrest and detention of personnel	118	116	57	41
Total	**917**	**1 033**	**927**	**386**

Annex IV

Critical security incidents affecting personnel of non-governmental organization implementing partners of the United Nations in the period from 1 January 2013 to 30 June 2014 (as reported to the Department of Safety and Security)

Category of security incident affecting NGO implementing partners	*Number of personnel affected*
Loss of life as a result of acts of violence	44
Abduction of personnel	99
Other critical incidents	90
Total	**233**

Annex V

Number of personnel of the United Nations Relief and Works Agency for Palestine Refugees in the Near East affected by critical security incidents from 1 January 2013 to 30 June 2014

Category of security incident affecting UNRWA area staff	*Number of staff affected in 2013*	*Number of staff affected in 2014*
Loss of life as a result of acts of violence	10	3
Injury as a result of violence	15	6
Abduction of area staff	3	1
Missing area staff	12	–
Arrest and detention of area staff	43	25
Total	**83**	**35**

Annex VI

Figure I

Distribution between headquarters and field locations of personnel deployed and personnel affected by security incidents worldwide (2013 and 2012)

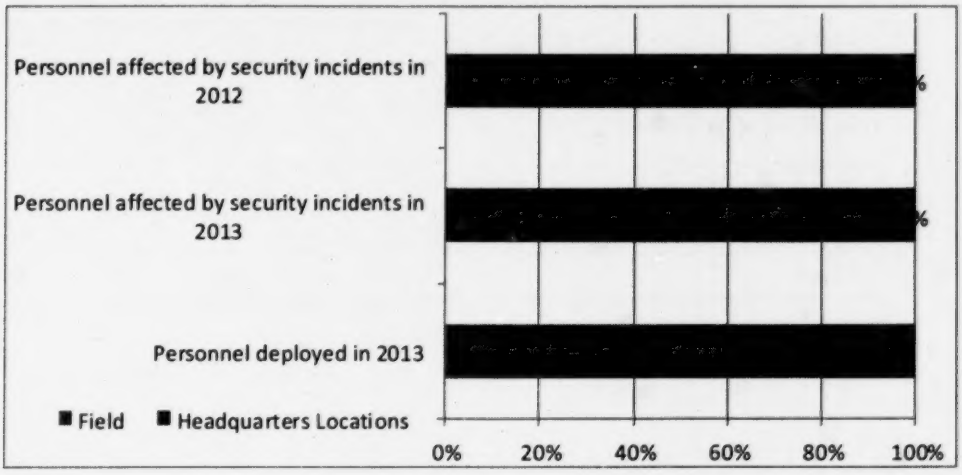

Figure II

Personnel killed by violence (2005-2013)

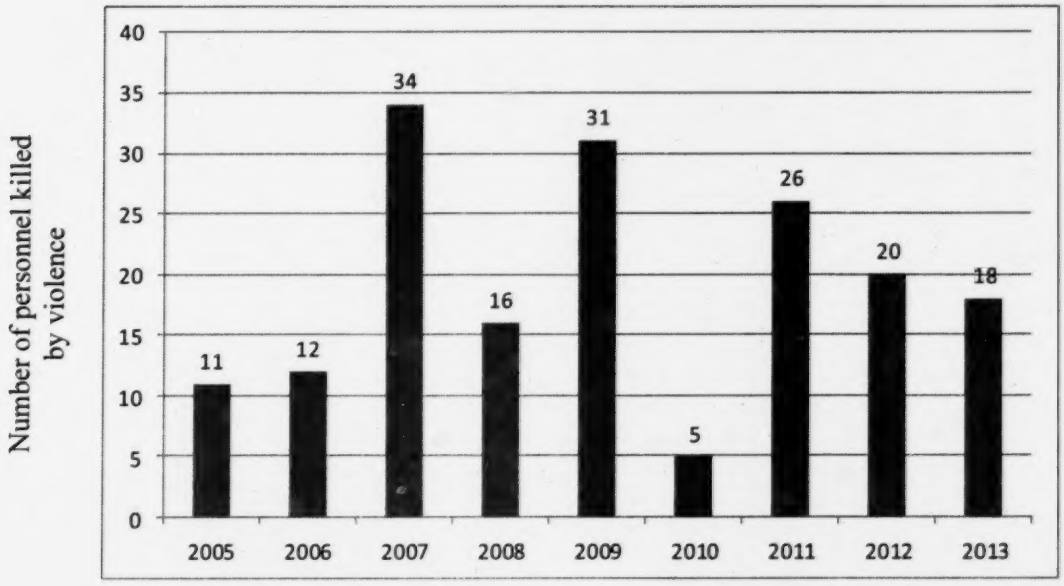

Figure III
Number of United Nations personnel affected by types of security incident (2012 and 2013)

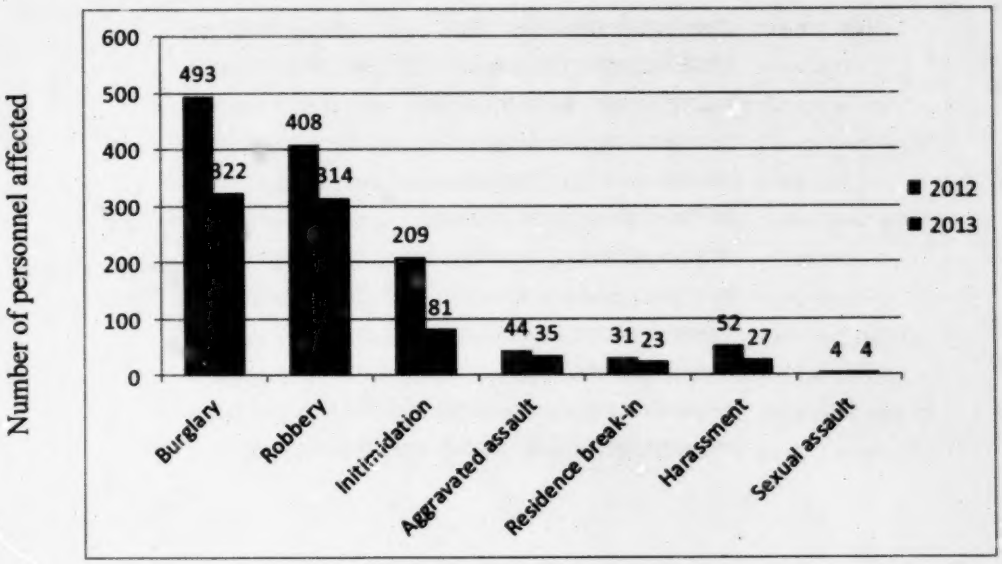

Figure IV
Violence versus safety-related incidents (2012 and 2013)

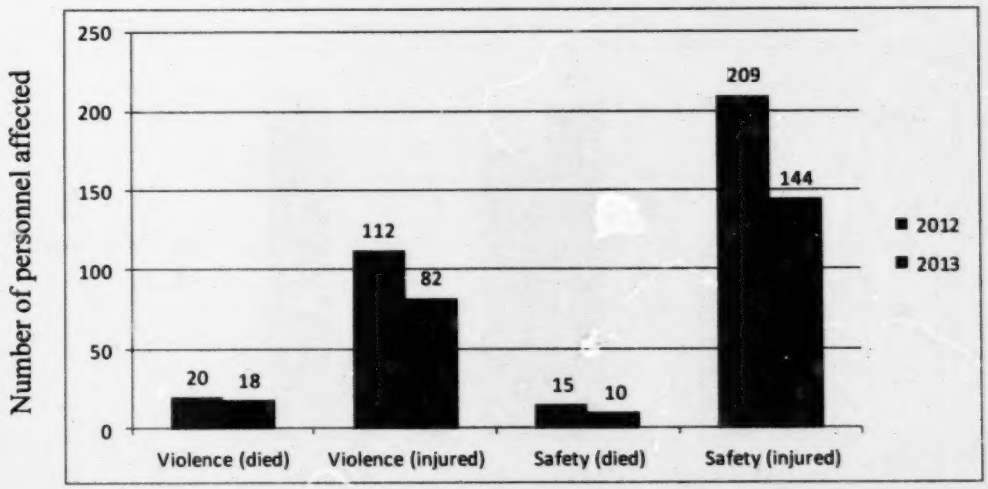

Figure V
Internationally and locally recruited personnel involved in security incidents (2013)

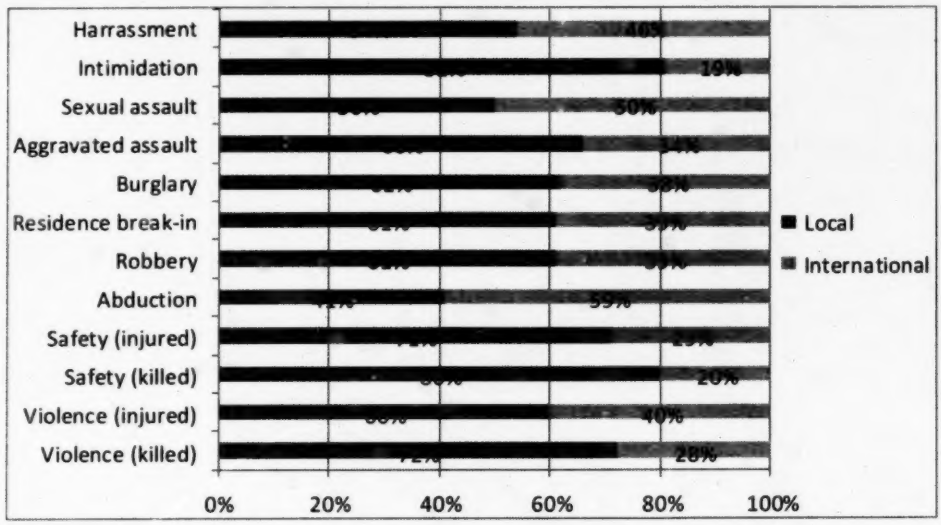

Figure VI
United Nations versus non-governmental organization implementing partner personnel affected by significant security incidents in the period from 1 January 2013 to 30 June 2014

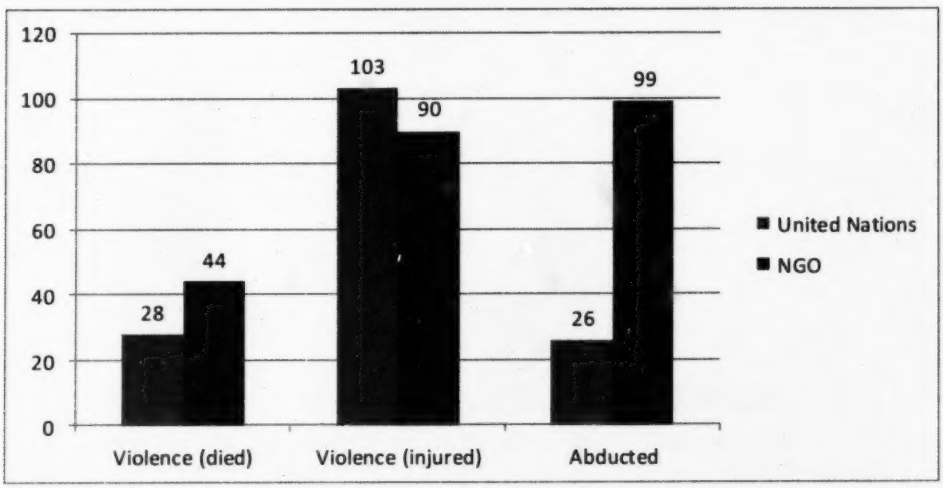

Figure VII
Female and male personnel affected by security incidents (2013)